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**ORIGINAL****ARIZONA CORPORATION COMMISS....**  
**UTILITY COMPLAINT FORM****Investigator:** Al Amezcua**Phone:** [REDACTED]**Fa** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2008 - 71899**Date:** 10/3/2008**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**Complaint By:**      **First:** Robert C      **Last:** Barbanica**Account Name:** Robert C Barbanica**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** Fountain Hills**CBR:** [REDACTED]**State:** AZ      **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

10/03/08 Docketed under W-02113A-07-0551

In the best economy this increase would be ludicrous. In today's economy this increase is immoral.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

10/03/08 Written response mailed to Mr. Barbanica

October 3, 2008

Robert C Barbanica  
[REDACTED]

Arizona Corporation Commission

**DOCKETED**

OCT - 03/2008

RE: CHAPARRAL CITY WATER CO

Dear Mr. Barbanica:

Your letter regarding the Chaparral City Water Co ("Chaparral") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

RECEIVED  
2008 OCT - 6 PM 2:25  
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DOCKET CONTROL CENTER



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/3/2008

**Opinion No.** 2008 - 71899

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2008 - 71901**Date:** 10/3/2008**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable**Complaint By:**      **First:**      **Last:**  
                                 **Helen D**      **Dahl****Account Name:** Helen D Dahl**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** Fountain Hills**CBR:** [REDACTED]**State:** AZ      **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** Robert Hanford**Contact Phone:** [REDACTED]**Nature of Complaint:**

10/03/08 Docketed under W-02113A-07-0551

I'm very much against the steep increase in the water rates that Chaparral City Water is requesting. I understand the need for the raise in rates but I feel this increase is way above the normal increase required. My husband and I have lived here 20 years. We are on a fixed income and we personally can't afford to pay this high of an increase in the monthly water bill.

Thank you for letting me express my opinion.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

10/03/08 Written response mailed to Ms. Dahl

October 3, 2008

Helen D Dahl  
[REDACTED]

RE: CHAPARRAL CITY WATER CO

Dear Ms. Dahl:

Your letter regarding the Chaparral City Water Co ("Chaparral") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Commission will consider your comments before a decision is rendered in the Chaparral application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/3/2008

**Opinion No.** 2008 - 71901

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W-02113A-07-0551

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 71904

**Date:** 10/3/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable

**Complaint By:**      **First:** Paul      **Last:** Bozzi

**Account Name:** Paul Bozzi

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Fountain Hills

**CBR:** [REDACTED]

**State:** AZ      **Zip:** 00000

**is:** E-Mail

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** Robert Hanford

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

10/03/08 Docketed under W-02113A-07-0551

I am opposed to the Chapparral City Water Company raising their rates 41% for the proeprty owners in Fountain Hills. The is an outrageous increase in these days of high gas prices and banking and financial institutions bailouts. There is only so mych "blood in a turnip."

I john the Town Council's support of RUCO, the residential Utility Consumer Office that will argue the case on behalf of Fountain Hills' citizens.

Please, a profit of 3% is better than I receive in the stock market and the need to get in tune with reality of our economic situation.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/03/08 Emailed Mr. Bozzi the following.

October 3, 2008

Paul Bozzi  
[REDACTED]

RE: CHAPARRAL CITY WATER CO

Dear Mr. Bozzi:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Your letter regarding the Chaparral City Water Co ("Chaparral") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/3/2008

**Opinion No.** 2008 - 71904

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2008 - 71905**Date:** 10/3/2008**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**Complaint By:**      **First:** Robert      **Last:** Lull**Account Name:** Robert Lull**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** Fountain Hills**CBR:** [REDACTED]**State:** AZ      **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** Robert Hanford**Contact Phone:** [REDACTED]**Nature of Complaint:**

10/03/08 Docketed under W-02113A-07-0551

I am opposed to the Chapparral City Water Company raising their rates 41% for the proeprty owners in Fountain Hills. The is an outrageous increase in these days of high gas prices and banking and financial institutions bailouts. There is only so mych "blood in a turnip."

I john the Town Council's support of RUCO, the residential Utility Consumer Office that will argue the case on behalf of Fountain Hills' citizens.

Please, a profit of 3% is better than I receive in the stock market and the need to get in tune with reality of our economic situation.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

10/03/08 Emailed response sent to Mr. Lull.

October 3, 2008

Robert Lull  
[REDACTED]

RE: CHAPARRAL CITY WATER CO

Dear Mr. Lull:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Your letter regarding the Chaparral City Water Co ("Chaparral") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/3/2008

**Opinion No.** 2008 - 71905

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W-02113A-07-0551

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      71921

**Date:** 10/6/2008

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **Robert**      **Belaski**

**Account Name:** Robert Belaski

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Fountain Hills

**CBR:**

**State:** AZ      **Zip:** 85268

**is:**

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** Robert Hanford

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-02113A-07-0551 \*\*\*\*\*

Customer sent the following e-mail -

I feel the 41 % percent increase that Chaparral City Water Company(wholly owned subsidiary of American States Water Company) is completely unjustified based on their current infrastructure needs. This local utility and publicly traded company have requested this increase by the AZ Corporate Commission in the hope that no one will object to this increase. Any organization who asks for almost a 50% increase in rates in the current environment should be reprimanded by the Commission.

Further, their rate increase is based on the fair value of its system rather than its actual investments. These "mark to market" evaluations should be restricted in the future and should be based on their actual investments in the past.

I request that the Commission evaluate and deny their request for this tremendous rate increase.

Sincerely,

Robert Belaski  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Responded with the following e-mail -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 10/6/2008**

**Opinion No. 2008 - 71921**

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W-02113A-07-0551

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      71922

**Date:** 10/6/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Teri      **Last:** Brennan

**Account Name:** Teri Brennan

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Fountain Hills

**CBR:**

**State:** AZ      **Zip:** 85268

**is:**

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** Robert Hanford

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-02113A-07-0551 \*\*\*\*\*

Customer sent the following e-mail -

A 41% increase for my water bill in this time of economic crisis is outrageous' While we live here in Arizona it is not fair to think that Chaparral City Water can take upon themselves to raise us to California's level of their high cost of living! Many families are already struggling to keep their homes, and gas in their vehicles. And now Chaparral City Water wants to raise our water rates an astounding 41%! The Corporation Commission needs to hear the voices of those of us who live in Fountain Hills and strongly oppose this insane increase. If this increase goes through than I strongly suggest we take a look at the board members and all involved both here in Arizona and California to see how much of this increase goes into the CEO's pocket and those in higher levels of authority to allow such an rate increase at such an unstable time in this economy. Why would you want to take advantage of American people like this at such trying times. Are you truly American?

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following e-mail -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/6/2008

**Opinion No.** 2008 - 71922

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Inquiry No. 2008 71924****Date:** 10/6/2008**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:** Marjorie M.**Brown****Account Name:** Marjorie M. Brown**Home:****Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ **Zip:****is:****Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

A 41% water raise is excessive. I know a raise is in order but not 41%  
\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

October 6, 2008

Marjorie M. Brown.

RE: CHAPARRAL CITY WATER COMPANY  
DOCKET NO. W-02113A-07-0551

Dear Ms. Brown:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

filed in docket no. W-02113A-07-0551  
\*End of Comments\*

**Date Completed:** 10/6/2008

**Inquiry No.** 2008 - 71924

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